



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
PO Box 45811, Olympia WA 98504-5811

DATE: August 6, 2015

TO: RFI # 1524-562 Interested Parties

FROM: Richelle Glascock, Project Manager
Background Check System Project

SUBJECT: Amendment No. 2

Information Session:

Thank you to the vendors who participated in the Information Session on August 3, 2015. Unfortunately, the phones went down during the session and conference call participants were unable to participate in the entire call. A few additional questions were asked in the room, but the session wrapped early. All questions and answers are represented below including those submitted before July 29, 2015 and those asked during the session on August 3, 2015.

Questions and Answers:

#	Question	Answer
1.	Has funding been allocated for the IT Resources and if so, from where? If not, where will DSHS look for funding?	BCS Project costs are charged back to the DSHS programs.
2.	Does the scope of training including just conducting training sessions (delivery) or does this also include content creation? If content creation is included, would the state have any location constraint from where the content gets created?	Content is necessary to conduct training. The BCS Project team will determine the best way to develop content for the training as part of the training plan. There is no specific location constraint, though DSHS prefers for all team members to be co-located in Olympia, WA.
3.	With reference to "Is your organization willing and able to provide an entire team to meet the staffing needs of the project?" - Are you referring to all of 6 resources cited in the RFI or does this question go beyond these 6 resources?	This refers to all 6 resources cited in the RFI and any additional resources that may be proposed by the vendor.
4.	It has been mentioned in the RFP	To clarify, this is a Request for Information

#	Question	Answer
	that "DSHS has available business area staff, but will need to procure contracted IT Staff to meet the project needs." Testing specific roles such as "Technical Test Manager" and "Tester" are listed under DSHS/TSD resources but not under "Additional Contracted Resources". Can we assume that testing activities are not in scope for this RFI?	and not a request for proposal. No contracts will be awarded based on response to the RFI. DSHS/TSD will provide a test manager. Depending on the staffing solution selected, additional testers may not be necessary. If we choose to select a vendor to provide a solution, DSHS expects that any code delivered will be free of major bugs/defects and meet documented requirements and design specifications.
5.	If need arises for additional scope for the testing activities that the State performs (listed in page 15), can the vendor propose QA roles and resources in addition to the 6 resources?	Yes, vendors may propose any roles necessary to complete the project on time and within budget.
6.	What is the current IT staffing model at DSHS, how many employees and staff augmentation contractors?	The current BCS project team includes DSHS BCCU and IT/TSD staff as well as contractors. There are currently 1 contractor and 8 DSHS staff on the project. Any additional project staff will be contracted.
7.	What are the challenges and desired improvements over current IT staffing model?	DSHS doesn't currently have the necessary resources to dedicate to the BCS development project. The project team will include full-time, dedicated resources to complete the project as quickly as possible.
8.	Which specific Agile SDLC is used at DSHS and how many projects have been implemented following Agile SDLC?	DSHS/ISSD/TSD does not currently have a specific Agile SDLC. The project will follow an iterative approach to project delivery focusing on early and frequent delivery of modules to production. However, the high level system design will be completed before development begins for any module.
9.	Please provide the tools used for Agile Storyboard, velocity and backlog management, team communication etc.	We anticipate co-locating the project team for frequent and open communication. Daily SCRUM/Stand-up meetings will occur to keep the team in sync and on track. DSHS/TSD uses Team Foundation Server 2013. Specific tools to be depend on the experience and preference of the selected team.
10.	Please explain the Project Management methodology, will that follow waterfall model?	The Project Manager is a certified Project Management Professional from the Project Management Institute and will follow specific requirements for reporting and schedule tracking. The day to day management methodology will depend on the selected team.
11.	Please provide work location of following DSHS/TSD resources: <ul style="list-style-type: none"> ○ IT Manager ○ Project Manager 	These resources are located at: Office Building 2 (OB-2) - Human Services Building (HSB)

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	(Contract) <ul style="list-style-type: none"> ○ Technical Lead ○ Technical SME ○ Technical Test Manager 	1115 Washington Street SE Olympia WA 98504
12.	Please provide work location of following DSHS/BCCU resources: <ul style="list-style-type: none"> ○ Business Lead ○ Subject Matter Expert/User Tester 	These resources are located at: Office Building 2 (OB-2) - Human Services Building (HSB) 1115 Washington Street SE Olympia WA 98504
13.	Which vendor developed and provides application maintenance for the Criminal History System (CHS)?	The Criminal History System was developed in-house and is currently maintained by DSHS ISSD (now TSD) staff.
14.	What are the security requirements for the Background Check System (BCS)	Security requirements are documented in the Business Requirements package that will be released with procurement.
15.	Where will be the BCS application Development, Test and Production environment hosted?	All environments will be hosted by DSHS in Olympia.
16.	What are the remote access capabilities available for access to Dev & Test environments?	Remote access is available through Citrix and RDP, though DSHS prefers all work be performed on site in Olympia.
17.	Are there any restrictions on remote resource work locations?	DSHS prefers all team members be on site in Olympia.
18.	Is funding approved for this project	Yes
19.	How do you monitor and measure the effectiveness of contract resources?	Depends on the contract type. Resources are expected to be on site, or available as planned. Hourly based contracts must provide number of hours billed per day. The Project Manager monitors hours reported, deliverables completed, or any other measurement of billing. Acceptance criteria are set for deliverables.
20.	What is the Timeline?	The RFI Responses are due on August 14, 2015. DSHS will evaluate options and decide on the best method forward. A procurement will be released in late August or early September. We may be able to start the project in earnest as early as November 2, 2015 and expect the project to be complete within 23 months. Complete means that the system has been fully stabilized and handed off to DSHS for maintenance.
21.	Have you considered using Information Technology Professional Services (ITPS) vendors?	Yes, an option is to procure individual project resource through multiple contracts from the ITPS approved vendors. We opted to conduct an RFI to determine if there were other options for staffing or completing the project before deciding which option to use.
22.	Have you considered code	We already received a response

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	conversion?	recommending code conversion. We're looking for more than simply transferring functionality from one platform to another. DSHS has revised workflows and requirements for additional functionality not currently present in CHS. We're interested in vendors recommending Code Conversion to suggest a possible project that will meet all the requirements.
23.	How are fingerprints collected?	DSHS has a contract with MorphoTrust to collect LiveScan prints. Applicants also have an option to get prints taken at local law enforcement and submit to BCCU.
24.	Is there interest in product instead of professional services?	We are interested in receiving a response to an RFI that describes what this type of solution and project could look like.
25.	Are the requirements documented?	Yes, DSHS / BCCU has a comprehensive Business Requirements Package that includes: Requirements, Rules, As Is (current state) workflows, and To Be (future state) workflows. This package also includes supplemental technical documentation.
26.	Can you share some of the technical statistics of the current system?	An assessment conducted about 8 years ago and showed that there were over 60,000 lines of code in the VB6 application not including additional web applications and SQL Server code. The system has been modified and updated since then to include web services and additional web applications that are accessed by embedded web browsers in the VB6 application.
27.	Is there scope for the vendor to provide a solution following a deliverable-based contract?	<p>We considered a procurement to find a vendor to provide a solution building upon the reusable components of CHS. We were unsure if a vendor would be interested in engaging in a contract/project of this nature.</p> <p>Ideally, a vendor is willing to provide a dedicated, integrated project team. DSHS is looking to deliver modules to production early and often. We are looking for dedicated, full-time resources to focus on expediting delivery. Responders are encouraged to suggest the contract type necessary to achieve this goal.</p>
28.	What was not successful with the previous attempts at the project?	<ul style="list-style-type: none"> In House Attempt – roadblocks included not having a dedicated team and not

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		<p>enough resources with the skill set.</p> <ul style="list-style-type: none"> Commercial Off the Shelf – when modifications began, the system was determined too far away from what BCCU needed. The system could not sustain the inquiry types.
29.	Do you prefer one vendor or more?	Ideally, one vendor would be able to provide all the necessary team members, though we will recruit the best team available which may result in multiple contracts.
30.	Does DSHS expect the vendor to have benched staff or will it be acceptable for the vendor to recruit.	We are interested in understanding the availability of staff to meet our timeline. The vendor may recruit staff to propose for a future procurement. DSHS will expect that staff proposed in a response to a procurement will be the same staff assigned to the project.
31.	Can staff relocate to be in Olympia?	Yes, staff can relocate to Olympia. DSHS will not pay relocation costs.
32.	Will all staff assigned to the project get a background check?	Yes, anyone who works on the BCS Project will have a name and date of birth background check. Also the company or vendor will submit an application through the FBI to be approved to work with CJIS data.
33.	Are all DSHS staff in Olympia?	Yes, all DSHS Staff assigned to the BCS Project are located in Olympia.
34.	Have you delivered using Agile? It seems like you're looking for an SDLC combining Agile and Waterfall.	The OCIO is focused on implementing iteratively, not necessarily following Agile SDLC. The Technology Solution Division has not completed a project following an Agile SDLC. There are some advanced plans that are required by the state and we already have Business Requirements. We are also requiring a Design and Development Plan before development begins to ensure that the larger scope of the project is considered with each module to avoid rework later.
35.	What is the largest risk on the project?	At this time, we're not worried about technology or stakeholders. The biggest risk to the project is getting the right people on the team with the right skillsets. BCCU and the state team members understand how to conduct background checks, the system is doing it well now. We need a new interface to improve the workflows and eliminate the fax server.
36.	What are other states doing?	<ul style="list-style-type: none"> We looked at 38 other states. BCCU is

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		<p>an enterprise unit that processes background checks for all programs within DSHS including child placement, human resources long-term care, and for DEL. DSHS implements business rules for 80 different business needs. The other systems we looked at focus on a single program such as Long Term Care.</p> <ul style="list-style-type: none"> • Other available solutions would need to be modified at the core or framework in order to work for BCCU. We could add a new user interface to existing components of CHS to implement a workflow that reduces training time and puts data entry at the application or submission point rather than mailing or faxing forms. • BCCU does 1st level review and then pushes the information to the recipient to make a character, competence and suitability determination. Most other states determine suitably.
37.	Will you be conducting a pilot? It seems like a lot of people will get a say in how the system works.	<ul style="list-style-type: none"> • Stakeholders have had their input taken into account and they are aware of the business and work flows. • BCCU will keep stakeholders informed along the way and include program staff as UAT testers. We aren't changing the current processes so much as the way the processes are employed (i.e. enter data into a web application instead of fax to BCCU). • There is a possibility to do a pilot or phased implementation by re-using components of the existing system (and not having to migrate data). This will be less likely if data migration is required as BCCU uses previous background checks as a data source for new background checks.
38.	How many business requirements are documented?	<ul style="list-style-type: none"> • The Business Requirements Package includes approximately 300 Business Requirements and 500 Business Rules elaborating the requirements.

#	Question	Answer
		<ul style="list-style-type: none"> • The Business Requirements Package recently underwent an independent QA analysis to determine the quality and completeness of requirements and recommend additional process improvements. The report was very positive with very few issues identified. • DSHS is in process of reviewing and defining additional security requirements.
39.	What is the expected size and complexity of the project?	<ul style="list-style-type: none"> • The project is not very big with respect to the DSHS portfolio. We estimate a complete investment of approximately \$3 million including Quality Assurance services, state employee costs, and contracted resources/vendor costs. • The complexity of the project is reduced by re-using existing components of the CHS.
40.	Do you expect staff to work in Olympia? Will international resources be accepted?	<ul style="list-style-type: none"> • Many projects are successfully completed using outsourced IT resources. A vendor may suggest in their response a project that includes outsourced resources. • DSHS is looking to complete this project very quickly and at the highest quality possible following an iterative release cycle. We do have a preference for an integrated project team to ensure quality and monitor progress, but if a project using a different staffing methodology is a better option, we'd like to understand how and why.